



*...because there's no place like home*

A program of Catholic Social Services of Washtenaw

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August 22, 2011

Dear Managers,

After working with seniors for over 36 years, we are aware of the some of the difficulties seniors experience and how overwhelmed they may be by a problem regarding a home repair, a home safety concern or finding transportation. They may have other kinds of problems that they need someone to help sort out with them and/or suggest solutions. We are certain there are times when older adults might mention these types of things to you or your staff and Neighborhood Senior Services may be able to help.

Enclosed is material that describes the specific program services we offer to older adults. I hope you will take a moment to review this material and share it with your staff and those you serve. If you would like additional information or would like an NSS staff person to present materials at a Township board or staff meeting, please call me at 734-712-7256. Our program is supported by Washtenaw County, the Washtenaw United Way, and the Area Agency on Aging 1-B.

If we work together, we can make sure that these vital resources reach those most in need.

Sincerely,

Dawn Vogel

Home Services Manager

(734) 712-7256

## **Neighborhood Senior Services**

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### **Resource Advocacy**

At times older adults may feel overwhelmed by a problem and simply need someone to help sort it out and propose solutions. Resource Advocates are often the "point of entry" for seniors and/or caregivers who contact Neighborhood Senior Services for assistance. In an effort to make this process as comfortable as possible, Resource Advocates can discuss concerns by telephone and arrange for an in-home assessment to determine what supports a senior needs to continue to live independently at home. Resource Advocates value each client as an individual with a unique set of circumstances and may include caregivers in the process of evaluation and planning a course of action.

<b>Hours of Operation:</b>	Monday – Friday, 8:30 am – 5:00 pm
<b>Client Eligibility:</b>	Sixty years old and older, and a resident of Washtenaw County.
<b>Cost Share:</b>	Sharing in the cost of services is expected and based on ability to pay. However, no one is ever turned away due to inability to pay.

The Resource Advocacy staff provides the following services:

- A comprehensive assessment of a senior's resources, needs and ability to function independently at home, and identify areas where help may be needed.
- Referrals to a wide range of health and social services available in the community.
- Help filling out and explain complicated forms and facilitate access to services as appropriate, such as Medicaid, Medicare Part D, tax services.
- Screening for provision of transportation.
- Connecting isolated seniors with volunteer support services for companionship and errands.
- Assisting with money management issues such as over-due bills, high-cost medications and poor credit history.
- Helping seniors acquire adequate health insurance and consistent medical care.
- Advocating for those who have difficulty receiving appropriate responses to their needs.
- Providing ongoing support to vulnerable, at-risk seniors.
- Assisting with immediate, emergency or ongoing needs for food, shelter or other basic requirements.

**For assistance call 734-712-7775  
or visit us at [www.NSSWEB.org](http://www.NSSWEB.org)**

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### Substance Abuse Prevention

**Bi-County Senior Connection** is a Substance Abuse Prevention education and prevention service. Partners include Catholic Charities of Livingston County, and the University of Michigan, Turner Geriatric Clinic and Neighborhood Senior Services

Many older adults struggle with chemical dependency although friends and family may or may not recognize the symptoms. It is never too late to address substance abuse issues with an older adult because quality of life can be improved at any age. A specially trained Resource Advocate is available to meet with older adults and/or caregivers in their home or community setting. Older adults benefit from the screening, assessment, referral and prevention services. Services are delivered in a non-judgmental manner.

**Hours of Operation:** Monday – Friday, 8:30 am – 5:00 pm

**Client Eligibility:** Sixty years old and older, and a resident of Washtenaw or Livingston Counties.

**Cost Share:** Sharing in the cost of services is expected and based on ability to pay. However, no one is ever turned away due to inability to pay.

#### Services include:

- Educating about the use or misuse of alcohol, tobacco, prescription medications and over-the-counter medications.
- Screening and detection.
- Helping identify risk factors and warning signs that a senior may be chemically dependent or taking medications incorrectly. Methods used include motivational interviewing and follow-up.
- Helping to access treatment for chemical dependency.
- Providing support to seniors while treatment options are explored and during recovery.

#### Education:

- Provide group presentations to seniors, caregivers, and professionals.
- "Using Medication Wisely" Bingo for groups of seniors and/or caregivers as a fun way to learn something new, get connected with community resource and share in discussion.

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### Elder Abuse Prevention

The Resource Advocacy staff can provide intervention in the cases of neglect, physical exploitation of seniors.

<b>Hours of Operation:</b>	Monday – Friday, 8:30 am – 5:00 pm
<b>Client Eligibility:</b>	Sixty years old and older, and a resident of Washtenaw County.
<b>Cost Share:</b>	Sharing in the cost of services is expected and based on ability to pay. However, no one is ever turned away due to inability to pay.

### Services include providing:

- Education and support for at-risk seniors.
- Intervention and monitoring in collaboration with the Adult Protective Services Department of the Department of Human Services.
- Referrals for caregiver respite and support groups.
- Education about and referrals for help in situations involving domestic violence.

When we think of elder abuse, most of us think of Physical Abuse – inflicting pain or injury on a vulnerable senior. Physical abuse can also mean depriving a person of a basic need such as food, adequate shelter and reasonable access to medical care and treatment. Other kinds of elder abuse exist which many of us might not recognize as abuse since they are more easily hidden or subtle. These include:

- **Emotional Abuse** – inflicting mental pain or anguish through verbal or non-verbal threats.
- **Sexual Abuse** – non-consensual sexual contact of any kind. Although it does happen to seniors, they are unlikely to report it.
- **Financial Exploitation** – improper use or access to a senior's funds or property.
- **Neglect** – a failure of those responsible to provide for basic needs or protection.
- **Abandonment** – desertion of a senior by someone who has assumed responsibility for his/her welfare.

Self-neglect is the most common form of abuse encountered in seniors by NSS staff. Self-neglect occurs when a senior is at risk for a serious situation to develop concerning their health, housing or general welfare because they are not adequately addressing their own needs. Perhaps they are not keeping up with doctor visits and/or taking their medication properly. They may be unable to afford medication or food, have little family support and are not able aware of the community supports available.

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### Volunteer Services

Since 1975, volunteers have been essential to the services provided by Neighborhood Senior Services. This original "neighbor helping neighbor" philosophy continues to inspire the NSS volunteer program today. Volunteers continue to help by lending a hand with simple things that enable older adults to live at home for as long as possible.

<b>Hours of Operation:</b>	Monday – Friday 8:30 am – 5:00 pm
<b>Client Eligibility:</b>	Sixty years old and older, and a resident of Washtenaw County.
<b>Cost Share:</b>	No cost share contributions.

Potential volunteers are required to submit a volunteer application and undergo a review of references, criminal history, and motor vehicle record. Interviews and orientations are also required before a person is permitted to work directly with clients. After volunteer assignment is confirmed, the Volunteer Services Coordinator keeps in regular contact with volunteers via email, telephone and quarterly meetings.

#### INDIVIDUAL ASSIGNMENTS

- **COMPANIONSHIP / ERRANDS**  
Volunteers are matched one-on-one for friendly visiting, telephone reassurance, social outings, reading mail, and assistance with grocery shopping and other essential errands.
- **MEDICAL TRANSPORTATION & ACCOMPANIMENT**  
Volunteers are "on-call" to provide accompanied transportation to medical or health related appointments.
- **HOME MAINTENANCE & INJURY PREVENTION**  
Volunteers do minor home repairs such as weatherization & carpentry. Volunteers also install safety devices like smoke alarms and grab bars.
- **AGENCY SUPPORT**  
Volunteers help NSS in the office with mailings, data entry, and other administrative tasks.

#### GROUP ASSIGNMENTS

Many service groups lend a hand with indoor/outdoor chores throughout the year.

- **CHORES**  
Volunteers work individually and in groups to help with seasonal chores such as yard work, window washing, snow shoveling, and raking leaves.
- **ACCESS (WHEELCHAIR) RAMPS**  
Volunteers work individually and in groups to construct and install exterior ramps. Volunteers may work on-site at client's home or at NSS barn for prep work.

#### ANNUAL EVENTS

- **FALL CHORE DAY**  
Each November, approximately 700 volunteers (individuals, families, service groups) join this annual volunteer event to rake leaves and replace smoke detector batteries for seniors throughout the county.
- **CHRISTMAS IN ACTION / SPRING CHORES**  
Every spring, volunteers help seniors prepare their home for the spring and summer. Projects will vary but may include outdoor chores, yard work, and window washing.

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### Medical Transportation Services

The Medical Transportation service provides non-emergency, accompanied transportation to medical appointments. This service strives to meet the needs of frail seniors in Washtenaw County who are unable to utilize public transportation and benefit from one-on-one support. The program utilizes both staff and volunteer drivers.

**Hours of Operation:** Monday – Friday, 8:30 am – 5:00 pm

**Client Eligibility:** Sixty and older. Resident of Washtenaw County. Able to transfer independently in and out of a vehicle.

**Cost Share:** Contributions are expected and based on ability to pay. However, no one is ever turned away due to inability to pay.

A Medical Transportation driver provides older adults with accompanied transportation to and from medical and other health-related appointments (*i.e. dental, physical rehab, etc*). More importantly, staff/volunteer drivers provide a unique form of companionship that many older adults may not otherwise experience. Types of service include:

- **ACCOMPANIED TRANSPORTATION** – Due to frailties, anxiety, and declining health, some seniors require accompaniment to follow through with medical appointments. The degree of accompaniment can vary from simply escorting a client to the reception area and waiting in the lobby to acting as a second set of eyes and ears during an appointment.
- **LIMITED PHYSICAL ASSISTANCE** – Drivers may provide limited physical assistance with adaptive equipment such as walkers, wheelchairs, canes, portable oxygen tanks, and assisting the client in and out of the vehicle.
- **DOOR-TO-DOOR SERVICE** – Some clients with fewer needs may only require transportation. Depending on the length of the appointment and independence of the client, the staff/volunteer may be able to drop off the client and pick them up from the appointment.
- **PRESCRIPTIONS** – Time permitting, volunteers may stop at local pharmacies following a medical appointment.

#### Eligibility:

- Sixty and older
- Resident of Washtenaw County
- Unable to utilize public transportation or has limited transportation options
- Ability to transfer independently in and out of a vehicle
- Requires or benefits from one-on-one accompaniment
- Other eligibility factors assessed on a case-by-case basis

#### Policies:

- Rides must be requested at least two weeks before the appointment date.
- Rides are available for appointments made Monday through Friday only between the hours of 9:00 am – 3:30 pm.
- Due to the volume of service, a client may only schedule one ride per week.

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### Home Maintenance and Repair Services

The Home Maintenance and Repair services offer seniors a reliable and affordable option for many odd jobs/small fixes needed around the home. (See detailed list below.)

**Hours of Operation:** Monday – Friday, 8:30 am – 5:00 pm

**Client Eligibility:** Sixty years old and older, and a resident of Washtenaw County.

**Cost Share:** Sharing in the cost of services is expected and based on ability to pay. However, no one is ever turned away due to inability to pay.

#### Services include:

##### Electrical

- Change light bulbs, replace light fixtures
- Replace frayed cords, fuses, plugs
- Install or repair ceiling fans
- Replace fluorescent bulbs in drop ceilings
- Replace exterior flood lamp bulbs

##### Plumbing

- Replace existing toilet
- Replace toilet flange/wax ring
- Faucet repairs or replacement
- Minor drain cleaning
- Replace showerhead

##### Interior

- Bathtub and sink caulking
- Take discarded furniture and household items to re-cycle stations
- Replace bi-fold doors/interior doors
- Install step/stair railing
- Install grab bars

##### Weatherization

- Seasonal exchange of storm windows/screens
- Change furnace filter, check pilot light
- Place plastic over windows
- Install weather stripping on doors
- Repair/replace screens
- Caulk and glaze windows

##### Exterior

- Repair/replace mailboxes
- Trim shrubs that block pathways, doors or windows for safety/security reasons
- Gutter cleaning/repairs (limited to one-story homes)
- Pressure washing (vinyl siding, decks, porches, patios)
- Interior door repair/replacement
- Storm door repair/replacement
- Replace cement step
- Repair steps and install step railing

... And Much More, Just Ask Us!

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### Home Safety

Many homes are not designed to meet the changing needs of aging residents. The Home Safety services allow seniors to maintain independence through simple home adaptations. A Home Safety specialist can help identify potential safety risks in the home, provide practical solutions and install a variety of safety devices.

<b>Hours of Operation:</b>	Monday – Friday, 8:30 am – 5:00 pm
<b>Client Eligibility:</b>	Sixty years old and older, and a resident of Washtenaw County.
<b>Cost Share:</b>	Sharing in the cost of services is expected and based on ability to pay. However, no one is ever turned away due to inability to pay.

### Home Safety Assessment:

A Home Injury Prevention specialist can help identify potential safety risks in the home, provide practical solutions and install a variety of safety devices. Our team of technicians can provide you with an assessment of your home and would help identify potential problem areas and suggest solutions that best suit your needs. The user-friendly 60-point Home Safety Assessment is also available to seniors and caregivers for self-assessment.

### Services include the installation safety devices, such as:

- Bath chairs, transfer benches
- Grab bars
- Stair and step railing
- Handheld showerheads
- Raised toilet seats and toilet rails
- Smoke alarms/battery replacement
- Carbon monoxide detectors
- Smoke alarms
- Non-skid applicator for bath tub

### Other services:

- Replace night lights
- Repair/replace doorknobs, install deadbolts
- Repair/replace window/door locks
- Replace address numbers for the house
- Change door knobs to lever handles
- Replace porch light
- Clutter removal
- Replace smoke alarm batteries

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